

SupportAssist Enterprise Version 4.0

Release Notes

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Release Summary

In this release, Dell EMC is integrating the SupportAssist for Enterprise Systems and Secure Remote Services applications to deliver a single and secure support connectivity technology for servers, storage, networking, data protection, and hyperconverged infrastructure devices.

SupportAssist Enterprise is an application that automates Technical Support for your Dell EMC server, storage, networking devices, data protection, and hyperconverged infrastructure devices. SupportAssist Enterprise monitors your devices and proactively detects hardware issues that may occur. Depending on your service contract, SupportAssist also automates support request creation for issues that are detected on the monitored devices.

Also, SupportAssist Enterprise:

- Automatically opens a support case with Technical Support when a hardware issue is detected, and sends you an email notification.
- Automatically collects the system state information that is required for troubleshooting the issue and sends it securely to Dell EMC.
- Includes a proactive response from Technical Support to help you resolve the issue.

Topics:

- [Version](#)
- [Release date](#)
- [Priority and recommendations](#)

Version

4.0

Release date

July 2019

Priority and recommendations

RECOMMENDED: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

Compatibility

The following table lists the devices that you can add by selecting a specific device type.

i **NOTE: SupportAssist Enterprise may not be compatible with all models of a supported device type. For the list of supported device types and corresponding models, see the *SupportAssist Enterprise version 4.0 Support Matrix* available at <https://www.dell.com/serviceabilitytools>.**

Table 1. Device types

Device Type	Devices that you can add
Chassis	<ul style="list-style-type: none"> PowerEdge M1000e PowerEdge VRTX PowerEdge FX2/FX2s PowerEdge MX7000
Data Protection	<ul style="list-style-type: none"> AppSync¹ Avamar³ CloudBoostAppliance¹ DPA¹ DataDomain³ iDPA DPAppliance¹ EMCeCDM¹ Networker¹ PowerPath¹ RecoverPoint² UCC¹
iDRAC	12th and later generations of PowerEdge servers i NOTE: To add an iDRAC, you must provide the iDRAC IP address of the server.
Networking	<ul style="list-style-type: none"> PowerConnect Force10 Dell Networking Networking Wireless Controllers Mobility Series Other supported Networking devices (Brocade and Cisco)
Server/Hypervisor	9th and later generations of PowerEdge servers running: <ul style="list-style-type: none"> Linux VMware ESX or ESXi Citrix XenServer Oracle Virtual Machine i NOTE: To add a server or hypervisor, you must provide the operating system IP address of the server.
Software	<ul style="list-style-type: none"> HIT Kit/VSM for VMware vCenter
Virtual Machine	<ul style="list-style-type: none"> Linux
Converged infrastructure appliance	<ul style="list-style-type: none"> VxBlock

Table 1. Device types (continued)

Device Type	Devices that you can add
	<ul style="list-style-type: none"> • PowerOne • VCE Vision¹ • VxBlock Central • WebScale
Hyperconverged infrastructure appliance	<ul style="list-style-type: none"> • VxFlex • VxFlex OS • VxFlex appliance • VSPEXBLUE/VXRail¹ • VxRackFlex¹ • VXRack SDDC¹
Data Storage	<ul style="list-style-type: none"> • Fluid File System (FluidFS) <ul style="list-style-type: none"> ◦ Storage PS Series with FluidFS ◦ Storage MD Series with FluidFS ◦ Storage SC Series with FluidFS • Peer Storage (PS)/EqualLogic <ul style="list-style-type: none"> ◦ Storage PS Series arrays • PowerVault <ul style="list-style-type: none"> ◦ Storage MD Series arrays ◦ Storage ME4 Series arrays • Storage Center (SC)/Compellent <ul style="list-style-type: none"> ◦ Storage SC Series solutions • Atmos² • Celerra² • Centera² • Clariion² • CloudArray¹ • CloudIQ-CLTR¹ • CustManageSta² • DL3D² • DLm3² • DLm4³ • DLm² • DSSD¹ • EDL-Engine² • ElasticCloudStorage³ • Isilon or PowerScale³ • Isilon-SD¹ • ScaleIO¹ • Symmetrix² • Unity¹ • VMAX³ • VNXe² • VNX² • ViPR³ • ViPRSRM¹ • XtremIO³ • Connectrix³ • Switch-Brocade-B³ • Switch-Cisco²

• 1—Device must be added to SupportAssist Enterprise directly from the device using the RESTful protocol.

- 2—Device can be added from the SupportAssist Enterprise user interface.
- 3—Device can be added from the SupportAssist Enterprise user interface and also using RESTful protocol. If you add this device from the SupportAssist user interface, only limited SupportAssist capabilities are enabled for the device. See the product configuration documentation for the model and version for connectivity configuration.

Known issues — To be fixed in future releases

Topics:

- Unable to view icons in Internet Explorer
- Appropriate error message is not displayed while adding a Linux or ESXi using ESX credential account
- Unable to add a device in SupportAssist Enterprise
- Search results are not displayed if the hostname or IP address ends with a special character
- No error message is displayed when the adapter addition fails
- Application takes a minimum of 10 to 15 minutes to complete the configuration and start the services
- Incorrect device discovery status displayed on the user interface
- Error while adding the OpenManage Enterprise adapter
- Remediation steps and issue reason are displayed in the same column for the devices in staging group
- Incorrect time zone value displayed on the Audit page
- REST API and MFT transfers stop working through a proxy-only environment

Unable to view icons in Internet Explorer

Description If you open SupportAssist Enterprise in Internet Explorer version 11.0.9600.19003, the icons are not displayed due to default settings in Internet Explorer.

Workaround

1. On the top-right corner in Internet Explorer, click the settings icon and click **Internet options**.
2. On the **Security** page, click **Trusted sites**, and then click **Sites**.
3. In the **Trusted sites** window, add the IP address of the virtual machine on which SupportAssist Enterprise is deployed and click **Close**.
4. On the **Advanced** page, perform the following:
 - a. In the **Accelerated graphics** section, enable **Use software rendering instead of GPU rendering**.
 - b. In the **Multimedia** section, enable **Show image download placeholders**.
 - c. Click **Apply**.

Tracking Number MOON-1998

Appropriate error message is not displayed while adding a Linux or ESXi using ESX credential account

Description While adding a Linux or ESXi in SupportAssist Enterprise by using an ESX credential account, the mismatch device type error message is not displayed.

Workaround None

Tracking Number MOON-2197

Unable to add a device in SupportAssist Enterprise

Description Although a device is reachable from other systems in the same network, you may not be able to add it in SupportAssist Enterprise. This issue occurs when the IP address of the device that you are trying to add belongs to the user-defined network bridge IP range or docker IP range.

Workaround

If the device IP address belongs to the network bridge IP range, open the Terminal and run the following commands:

1. `docker network disconnect sae-srs-bridge esrsde-app`
2. `docker network disconnect sae-srs-bridge saede-app`
3. `docker network rm sae-srs-bridge`
4. `docker network create --driver bridge --subnet <IP address of the device>/29 sae-srs-bridge`
5. `docker network connect sae-srs-bridge esrsde-app`
6. `docker network connect sae-srs-bridge saede-app`

If the device IP address belongs to the docker IP range, open the Terminal and run the following commands:

1. `Vi /etc/docker/daemon.json`
2. `{"bip": "<IP address of the docker>/24"}`
3. `sudo ip addr add dev docker0 <IP address of the docker>/244.`
4. `sudo ip addr del dev docker0 <IP address of the docker>/16`
5. `systemctl daemon-reload`
6. `systemctl start docker`

Tracking Number MOON-1493 and MBIK-838

Search results are not displayed if the hostname or IP address ends with a special character

Description On the **Devices** page, while trying to search by hostname or IP address, search results are not displayed if the hostname or IP address ends with a special character.

Workaround None

Tracking Number MOON-1652

No error message is displayed when the adapter addition fails

Description While adding an OpenManage Enterprise adapter in SupportAssist Enterprise, if you have entered incorrect credentials while adding the adapter and gone to a different page within SupportAssist Enterprise while the addition is in progress, no error message is displayed in the **Unable to set up adapter** window, when you go back to the **Adapters** page before the adapter addition fails.

Workaround None

Tracking Number MOON-1773


Application takes a minimum of 10 to 15 minutes to complete the configuration and start the services

Description	After deploying SupportAssist Enterprise as an OVF on ESX, or as a VHD on Hyper-V, the application takes a minimum of 10 to 15 minutes to complete the configuration and start the services. While the services are starting, you cannot log in to SupportAssist Enterprise or view the user interface.
Workaround	None
Tracking Number	MOON-2027

Incorrect device discovery status displayed on the user interface

Description	While trying to discover devices in an IP range, if all the IPs in that IP range are not reachable by SupportAssist Enterprise, the discovery status is displayed as "Completed" in the user interface, but the device discovery progress is 0%.
Workaround	None
Tracking Number	MOON-1775

Error while adding the OpenManage Enterprise adapter

Description	<p>When you add an OpenManage Enterprise adapter in SupportAssist Enterprise, an error message may be displayed if:</p> <ul style="list-style-type: none">• The required device ports are not open• The OpenManage Enterprise adapter that you are trying to add is not reachable from SupportAssist Enterprise• The required services are not running <p> NOTE: This error message is displayed only in the English version of the SupportAssist Enterprise user interface.</p>
Workaround	None
Tracking Number	MOON-2200

Remediation steps and issue reason are displayed in the same column for the devices in staging group

Description	On the Site Health page, for devices in the staging group, the remediation steps and the issue reason are displayed in the same column.
Workaround	None
Tracking Number	MOON-1574

Incorrect time zone value displayed on the Audit page

Description	Details of file transfer performed on devices in Eastern Daylight Time (EDT) zone are displayed in Universal Time (UTC) zone on the File Transfer Audit page in SupportAssist Enterprise user interface.
Workaround	None
Tracking Number	SRS-83

REST API and MFT transfers stop working through a proxy-only environment

Description	REST API and MFT transfers stop working through a proxy-only environment when the virtual machine on which SupportAssist Enterprise is deployed, is rebooted.
Workaround	Reconfigure your proxy settings in the SupportAssist Enterprise user interface.
Tracking Number	SRS-94

Limitations

- Transport Security Layer (TLS) version 1.1 or later are not supported for configuring SMTP server.
- Devices running Windows operating system are not supported. However, you can deploy SupportAssist Enterprise as a virtual appliance on Hyper-V.

Deploying SupportAssist Enterprise

Dell EMC SupportAssist Enterprise is available as a virtual appliance that can be deployed on a hypervisor to monitor your devices and minimize the downtime. The virtual appliance is available in OVF and VHD formats. This section provides the minimum requirements and the steps to deploy the OVF and VHD files using the VMware vSphere Web Client and Microsoft Hyper-V Manager respectively.

NOTE: You can deploy the OVF file only on a vCenter Server.

Topics:

- [Minimum requirements for deploying and using SupportAssist Enterprise](#)
- [Deploy SupportAssist Enterprise using Hyper-V Manager](#)
- [Deploy SupportAssist Enterprise using VMware vSphere Web Client](#)

Minimum requirements for deploying and using SupportAssist Enterprise

The following sections describe the minimum hardware, software, and networking requirements for deploying and using SupportAssist Enterprise.

Hardware requirements

The hardware requirements for deploying and using SupportAssist Enterprise vary depending on:

- The number of devices you want to monitor
- The SupportAssist Enterprise functionality you want to use by either collection of system information only or both monitoring and collection of system information

The following table provides a summary of the minimum hardware requirements on the server where you want to deploy SupportAssist Enterprise.

Table 2. Hardware requirements for deploying and using SupportAssist Enterprise

Devices	Monitoring	Collecting System Information	Processor	Installed memory (RAM)	Hard drive (free space)
Up to 50	Yes	Yes	4 cores	16 GB	140 GB—Thin provisioning
50 to 4250	Yes	Yes	8 cores	16 GB	140 GB—Thin provisioning

NOTE: For monitoring more than 100 devices in your environment, it is recommended that you deploy SupportAssist Enterprise on a server that meets the specified hardware requirements. Periodic collections from more than 100 devices may result in a high processor or memory utilization on the monitoring server. This high resource utilization may affect other applications that are running on the monitoring server, if the resources are shared with other applications.

NOTE: If SupportAssist Enterprise is deployed in a virtual environment, hardware resources of the system such as processor, memory, and I/O are shared among the virtual machines. Therefore, more hardware resources may be used by the virtual machine where SupportAssist Enterprise is deployed. For optimal performance, ensure that you allocate dedicated processor and memory to the VM as specified in the hardware requirements for SupportAssist Enterprise.

To change the amount of processor resources allocated to a VM by using the shares, reservations, and limits settings, see the following:

- [For ESX, see the "Allocate CPU Resources" section in the VMware vSphere documentation at docs.vmware.com.](#)

- For Hyper-V, see the "Hyper-V CPU Scheduling" blog post at msdn.microsoft.com.
- For other virtual environments, see the respective documentation.

The following table provides a summary of the minimum hardware requirements on the server running SupportAssist Enterprise for performing multiple device collections.

Table 3. Hardware requirements for performing multiple device collections

Devices	Processor	Installed memory (RAM)	Hard drive (free space)
Up to 30 devices	4 cores	16 GB	10 GB
Up to 50 devices	4 cores	16 GB	40 GB
Up to 100 devices	8 cores	16 GB	60 GB
Up to 300 devices	8 cores	16 GB	100 GB

NOTE: Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals.

Software requirements

The following sections provide information about the web browser and hypervisor requirements for deploying and using SupportAssist Enterprise.

Web browser requirements

To view the SupportAssist Enterprise user interface, one of the following web browsers is required:

- Internet Explorer 10 or later
- Mozilla Firefox 31 or later
- Google Chrome 59 or later
- Microsoft Edge 38 or later

To open SupportAssist Enterprise by using Internet Explorer:

- In the **Security** tab, enable **Active Scripting**.
- In the **Advanced** tab, enable **Play animations in web pages**.

NOTE: Transport Layer Security (TLS) version 1.2 or later must be enabled on the web browser.

Hypervisor requirements

- VMware vSphere versions:
 - vSphere ESXi 6.7
 - vSphere ESXi 6.5
 - vSphere ESXi 6.0
- Microsoft Hyper-V supported on:
 - Windows Server 2012
 - Windows Server 2016



Network requirements

The following are the networking requirements for the server on which you deploy SupportAssist Enterprise.

- Internet connection—Standard 1 GbE network or faster.
- The server must connect to the following destinations to ensure connectivity to the **Global and enterprise servers**:
 - <https://esrs3.emc.com>
 - <https://esrs3-core.emc.com>
 - <https://esrs3-dr.emc.com>
 - <https://esrs3-coredr.emc.com>

- <https://esr3gduprd01.emc.com>
- <https://esr3gduprd02.emc.com>
- <https://esr3gduprd03.emc.com>
- <https://esr3gduprd04.emc.com>
- <https://esr3gduprd05.emc.com>
- <https://esr3gduprd06.emc.com>
- <https://esr3ghopr01.emc.com>
- <https://esr3ghopr02.emc.com>
- <https://esr3ghopr03.emc.com>
- <https://esr3ghopr04.emc.com>
- <https://esr3ghopr05.emc.com>
- <https://esr3ghopr06.emc.com>
- <https://esr3gscpr01.emc.com>
- <https://esr3gscpr02.emc.com>
- <https://esr3gscpr03.emc.com>
- <https://esr3gscpr04.emc.com>
- <https://esr3gscpr05.emc.com>
- <https://esr3gscpr06.emc.com>
- <https://esr3gckpr01.emc.com>
- <https://esr3gckpr02.emc.com>
- <https://esr3gckpr03.emc.com>
- <https://esr3gckpr04.emc.com>
- <https://esr3gckpr05.emc.com>
- <https://esr3gckpr06.emc.com>
- <https://esr3gckpr07.emc.com>
- <https://esr3gckpr08.emc.com>
- <https://esr3gckpr09.emc.com>
- <https://esr3gckpr10.emc.com>
- <https://esr3gckpr11.emc.com>
- <https://esr3gckpr12.emc.com>
- <https://esr3gspprd01.emc.com>
- <https://esr3gspprd02.emc.com>
- <https://esr3gspprd03.emc.com>
- <https://esr3gspprd04.emc.com>
- <https://esr3gspprd05.emc.com>
- <https://esr3gspprd06.emc.com>

The local system must be able to connect to the following destinations:

- <https://downloads.dell.com/>*—for downloading Dell OpenManage Server Administrator (OMSA) and receiving new SupportAssist Enterprise release information, policy files, and product support files.
 **NOTE:** The downloads.dell.com page uses the Akamai third-party vendor for improved download experience.
- <https://sa-is.us.dell.com/>*—for TechDirect integration.
 **NOTE:** During registration, SupportAssist Enterprise verifies connectivity to the Internet by trying to connect to <http://www.dell.com>, and then gets redirected to <https://www.dell.com>.

The following table lists the network bandwidth requirements for monitoring and collecting system information from devices.

Table 4. Network bandwidth requirements

Devices	Monitoring	Collecting System Information	LAN bandwidth*	WAN bandwidth**
1	No	Yes	10 Mbps	5 Mbps
20	Yes	Yes	0.5 Gbps	10 Mbps
Up to 100	Yes	Yes	0.5 Gbps	10 Mbps
Up to 300	Yes	Yes	0.5 Gbps	10 Mbps
Up to 1000	Yes	Yes	1 Gbps	20 Mbps

Table 4. Network bandwidth requirements (continued)

Devices	Monitoring	Collecting System Information	LAN bandwidth*	WAN bandwidth**
Up to 4000	Yes	Yes	1 Gbps	20 Mbps

* Network bandwidth required for monitoring and collecting system information from devices within a single site.

** Network bandwidth required for monitoring and collecting system information from devices that are distributed across multiple sites.

The following table lists the ports that must be open on the local system.

Table 5. Network port requirements on the local system

Port	Direction	Usage
443	Outbound	Ensures connectivity between the local system and Dell EMC backend.
8443	Outbound	Enables remote access and remote scripting capability.

Internet Control Message Protocol (ICMP) must be enabled on the device to perform the following tasks:

- Run a device discovery rule
- Perform manual or periodic inventory validation
- Edit an account credential
- Assign a credential profile
- Edit a credential profile
- Perform periodic validation of device credentials

Deploy SupportAssist Enterprise using Hyper-V Manager

Prerequisites

You must have the VHD file in a location where you want to host the virtual disk for the virtual machine.

Steps

1. Start the Hyper-V Manager.
2. Click **Actions > New > Virtual Machine**.
The **New Virtual Machine Wizard** window is displayed.
3. On the **Before You Begin** page, click **Next**.
4. On the **Specify Name and Location** page, perform the following and click **Next**.
 - a. Enter a name for the virtual machine.
 - b. By default, the virtual machine is stored at `C:\ProgramData\Microsoft\Windows\Hyper-V`. To store the virtual machine in a different location, select **Store the virtual machine in a different location**, click **Browse**, and then select a folder.
5. On the **Specify Generation** page, select **Generation 1** and click **Next**.
NOTE: SupportAssist Enterprise does not support Generation 2.
6. On the **Assign Memory** page, enter the startup memory and click **Next**.
NOTE: The minimum startup memory that you must provide is 16,384 MB.
7. On the **Configure Networking** page, from the **Connection** list, select the network adapter and click **Next**.
8. On the **Connect Virtual Hard Disk** page, select **Use an existing virtual hard disk**, click **Browse** to select the VHD file, and then click **Next**.
9. Verify the details that are displayed on the **Summary** page and click **Finish**.
The virtual machine is created and is displayed in the **Virtual Machines** list.
10. Right-click the virtual machine and click **Start** to power on the virtual machine.

11. Right-click the virtual machine and click **Connect**.
The first boot process is initiated, and the **YaST2** window is displayed.
12. In the **YaST2** window, perform the following:
 - a. On the **License Agreement** page, accept the terms and conditions and press F10.
 - b. Select the region and time zone and press F10.
 - c. Enter a root password and press F10.

NOTE: It is recommended to have a complex root password. The password may have a minimum eight characters with at least one uppercase and one lowercase letter, one number, one special character.

NOTE: Use this root password to log in to SupportAssist Enterprise for the first time after the deployment.
 - d. Enter an administrator username and press F10.

NOTE: Use this username to log in to SupportAssist Enterprise after you log in with the root credentials.

The first boot process is completed. However, you must configure the network settings to complete the deployment process.

13. To configure the network settings, perform the following:
 - a. Log in to the virtual machine using the root credentials and run **yast**.
 - b. On the **YaST Control Center** page, go to **System > Network Settings** and press F10.
 - c. Press F4 to edit the network configuration settings.
 - d. Enter a static IP address, subnet mask, and hostname, and then press F10.


NOTE: SupportAssist Enterprise does not support Dynamic Host Configuration Protocol (DHCP).
 - e. Enter the hostname, domain name, servers and domain search information, and press F10.
 - f. Enter the default IPv4 and IPv6 gateway information and press F10.
 - g. Press F9 to close the **YaST2** window.

NOTE: Wait for 10-15 minutes before you log in to the SupportAssist Enterprise user interface.

Deploy SupportAssist Enterprise using VMware vSphere Web Client

Steps

1. Download the OVF file from the support site and extract the file to a location accessible by the VMware vSphere Client.
2. On the right pane, click **Create/Register VM**.
The **New virtual machine** window is displayed.
3. On the **Select creation type** page, select **Deploy a virtual machine from an OVF or an OVA file** and click **Next**.
4. On the **Select OVF and VMDK files** page, enter a name for the virtual machine, select the OVF and VMDK files, and click **Next**.
The **Select storage** page is displayed.
5. If there is more than one datastore available on the host, the **Select storage** page displays such datastores. Select the location to store the virtual machine (VM) files and click **Next**.
6. On the **License agreements** page, read the license agreement, click **I agree**, and then click **Next**.
7. On the **Deployment options** page, perform the following:
 - a. From the **Network mappings** list, select the network the deployment template must use.
 - b. For **Disk provisioning**, select **Thin**.
 - c. Click **Next**.
8. On the **Additional settings** page, enter the following details and click **Next**.
 - Domain name server
 - Hostname
 - Default gateway
 - Network IPV4 and IPV6
 - Time zone
 - Root password

 **NOTE:** It is recommended to have a complex root password. The password may have a minimum eight characters with at least one uppercase and one lowercase letter, one number, one special character.

 **NOTE:** Use this root password to log in to SupportAssist Enterprise for the first time after the deployment.

- ESRS web administrator user name

9. On the **Ready to complete** page, verify the details that are displayed and click **Finish**.
A message is displayed after the deployment is complete and the virtual machine is powered on.

 **NOTE:** Wait for 10-15 minutes before you log in to SupportAssist Enterprise user interface.

Related documents and resources

In addition to this guide you can access the following documents that provide more information on SupportAssist Enterprise and the other related products.

Table 6. Related documents


Document title	How to access the document
<i>SupportAssist Enterprise Version 4.0 Online Help</i>	Click the help icon in the SupportAssist Enterprise user interface.
<i>SupportAssist Enterprise Version 4.0 User's Guide</i>	<ol style="list-style-type: none"> 1. Visit https://www.dell.com/serviceabilitytools. 2. Click SupportAssist Enterprise Version 4.0. 3. Click Manuals.
<i>SupportAssist Enterprise Version 4.0 Support Matrix</i>	
<i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i>	
<i>SupportAssist Enterprise Version 4.0 Reportable Items</i>	
<i>SupportAssist Enterprise Version 4.0 REST API Guide</i>	
<i>SupportAssist Enterprise Version 4.0 Pre-Site Checklist</i>	
<i>SupportAssist Enterprise Technical Description Guide</i>	
<i>SupportAssist Enterprise Alert Policy Guide</i>	

SupportAssist community

You can ask peer-to-peer questions on the Dell SupportAssist Enterprise [community forum](#).

Contacting Dell EMC

About this task

 **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell EMC product catalog.

Dell EMC provides several online and telephone-based support and service options. Availability varies by country or region and product, and some services may not be available in your area.

Topics:

- [Contact Dell EMC for sales, technical support, or customer service issues](#)
- [Find manuals and documents](#)

Contact Dell EMC for sales, technical support, or customer service issues


Steps

1. Go to <https://www.dell.com/support>.
2. Select your country or region in the selection list at the bottom of the page.
3. Click **Contact Support** and select the appropriate support link.

Find manuals and documents

Steps

1. Go to <https://www.dell.com/support>.
2. Click **Browse all products**.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the **DOCUMENTATION** tab.

 **NOTE:** You can also directly access the manuals and documents for Serviceability Tools from <https://www.dell.com/serviceabilitytools>.